



Customer User Guide

1-Stop Gateway

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1. HOW TO USE THIS GUIDE

1.1 Confidentiality

The information contained in this document is for Administrators of 1-Stop services only. Copyright remains with 1-Stop. No unauthorised copying or distribution of the document or any part of its contents is permitted.

If you have any questions about the use or distribution of this document, call the 1-Stop Helpdesk on 1300 881 055.

1.2 Purpose of this guide

This guide is for Administrators of 1-Stop's services. It is intended as a:

- training resource when you purchase 1-Stop's services; and
- reference guide, if you need help to perform specific tasks.

Information about solving problems is included at the end of this document. If you need extra help you can:

- check the FAQs in the 'Help' tab on our website at www.1-stop.biz; or
- contact the Helpdesk on 1300 881 055.

1.3 What's new and what's changed

The information contained in this guide is current as at March 2012 and reflects all changes to the user interface up to that date. If you think you may not have the most up to date User Guide, check the downloads available at www.1-stop.biz.

1.4 Technical Guide name and Version number

Updates to Technical Guides are made each time a new version of the service is released. This is: PRA-ADM-Technical Guide Interface File Specification version 1

2. ABOUT 1-STOP

2.1 Who is 1-Stop?

1-Stop is an information communications technology (ICT) company that provides services to businesses involved in the import and export of goods to and from Australian ports. We are based in Sydney and our services are used all over Australia and in Auckland, NZ. Our customers include:

- terminal operators (stevedores);
- shipping lines;
- Australian Customs Services and Australian Quarantine and Inspection Service;
- container depots;
- importers and exporters;
- freight forwarders and agents;
- road carriers; and
- rail operators.

2.2 What does 1-Stop provide?

Our ICT solutions permit the exchange of data via the web or by electronic data interchange (EDI), for purposes such as container and vessel tracking, vehicle bookings to collect and deliver cargo at terminals, Electronic Import Delivery Orders (EIDOs), Pre Receipt Advices (PRAs), invoice and payments systems, and much more. For a full list of our services, go to 1-Stop Services.

2.3 Why use 1-Stop services?

1-Stop services are an important part of the logistics supply chain. We're integrated with ports and terminals all over Australia. Every day our community of users grows.

1-Stop customers enjoy:

- efficient and 'real time' transactions between community members;
- improved data quality;
- clear, visible data about vessel and container movements;
- easy reporting to Australian Customs Services to meet regulatory requirements;
- time and cost savings, thanks to automation of repetitive transactions;
- better ability to respond to their customers; and
- improved business efficiency, due to the 'one-to-many' solution — access one system to do business with many providers.

3. ABOUT THE 1-STOP GATEWAY

3.1 What is the 1-Stop Gateway?

The 1-Stop Gateway service, available at www.1-stop.biz, is an online information service that provides a number of applications that improve data transfer, reporting and visibility for the Australian freight and logistics community. All subscribers to the 1-Stop Gateway have access to the following services.

3.1.1 Vessel schedule visibility

The 1-Stop vessel schedule provides an accurate and up-to-the minute electronic view of vessel arrivals, departures, cargo cut-off, availability and import storage start times for the various terminal operators around Australia. Information is also available for vessels arriving to and from the ports of Auckland.

3.1.2 Container visibility

The 1-Stop Gateway can provide accurate, up-to-the-minute information on any container entering or leaving Australia through terminal facilities using 1-Stop's services. This includes what vessel it is on, when it is due and which terminal will receive it. Customers can find out the exact date and time a container has been loaded, discharged, gated in or gated out of a terminal.

1-Stop also receives onboard vessel information in advance of the vessel's arrival. This provides valuable details for trans-shipped containers, particularly when the second vessel is unknown to the customer.

3.1.3 Notification and alerts service

This proactive facility allows customers to set up notifications and alerts relating to containers and vessels. Once the specified event occurs, 1-Stop will automatically send a notification to the customer by email or SMS message to their mobile phone. If the event does not occur on the date and time you specify, 1-Stop will send an alert message.

3.1.4 Electronic Pre Receival Advice (PRA)

This is an electronic web-based application for the lodgment of export Pre Receival Advices (PRAs). Simple, easy to use and provided at a low cost, this facility is an excellent option for companies who do not have the software required to send this information electronically.

3.1.5 PRA status

Customers can quickly check the latest status of a reported PRA simply by entering container numbers. A display will show the container as either being accepted, pending or rejected.

3.1.6 Customs status

This service displays the current status of an import container as provided by the Australian Customs Service.

4. WHO USES THE 1-STOP GATEWAY?

The 1-Stop Gateway is used by shipping lines, carriers, importers, exporters, freight forwarders, customs brokers, container terminals, container parks and depots.

4.1 Why is the 1-Stop Gateway used?

The 1-Stop Gateway saves users time and money by providing *one* place to conduct a number of search, notification, checking and payment tasks for managing container cargo.

5. TERMS OF USE

All 1-Stop services have Terms and Conditions of use. If you are a new user of web-based services, you'll be asked to agree to these when you sign in.

Downloadable copies of some of our Terms and Conditions are available on our website at [1-Stop Terms and Conditions](#).

6. CUSTOMER SYSTEM REQUIREMENTS

6.1 Hardware

To use the 1-Stop Gateway, customers need:

- 1GHz CPU and above;
- 1GB RAM minimum; and
- a printer for report printing (where required).

6.2 Operating system

The 1-Stop Gateway is compatible with any operating system with web browser capability. However, Internet Explorer for Windows is the recommended configuration. Functionality may be limited in other browser environments.

6.3 Software

Customers need:

- Internet Explorer Version 7 and above (on Windows operating system); and
- an email account with HTML capability for receiving acknowledgements and EIDO responses.

6.4 Communications

You need:

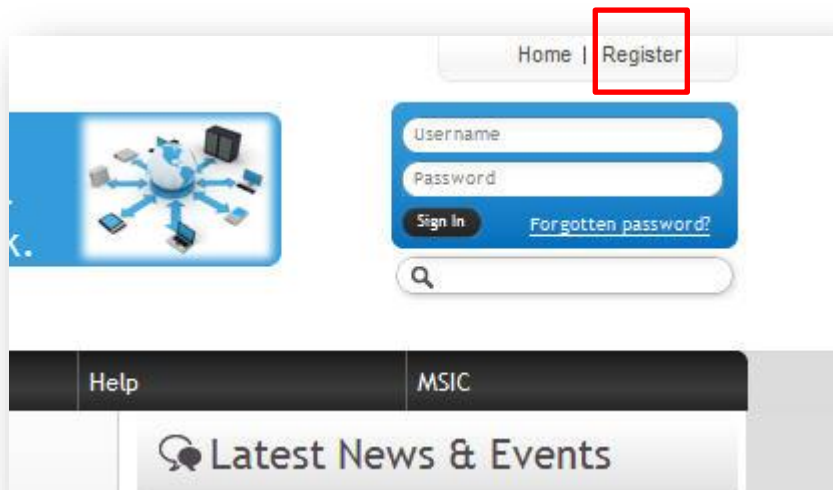
- internet access (we recommend ADSL or higher; a satellite is recommended for rural users); and
- email SMTP communications.

Before you start

6.5 Registration

If you haven't already registered for 1-Stop Gateway services, you'll need to do so. You can do this quickly and simply on our website at www.1-stop.biz.

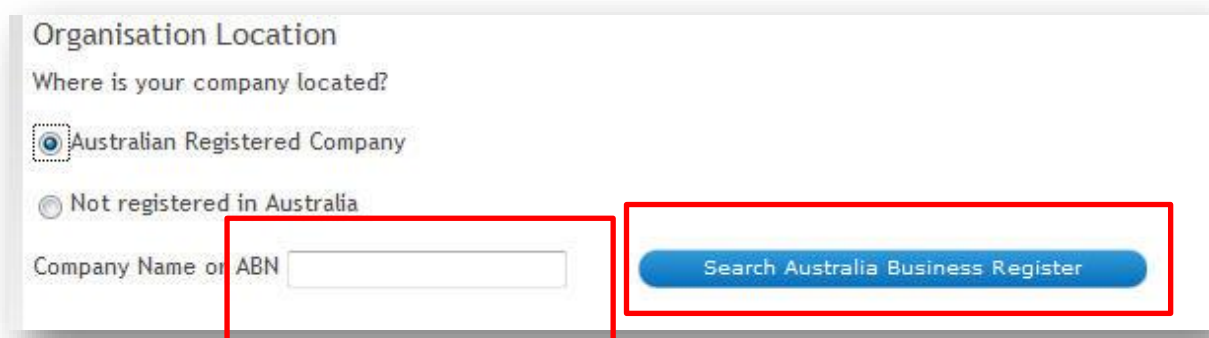
Go to the 1-Stop Home page and click on **'Register'** in the top right hand corner of the page, above the 'Sign In' box and 'Latest News and Events'.



You will be directed to the Registration screen.



Select your Registration Type — you will need to register as a company, as you'll be asked to provide an ABN. Select Australian Registered Company (the Gateway service is only offered to companies with a valid ABN which is registered in the Australian Business Register). Enter the ABN and click **'Search Australia Business Register'**.



Search Results

	ABN	Registered Trading Name
<input checked="" type="radio"/>	58102573544	1-STOP CONNECTIONS PTY LIMITED

Back

Next

Once the search results are displayed, click on the correct result, then click **‘Next’**.

You’ll be asked to choose from a list of 1-Stop Service Families. Choose ‘1-Stop Gateway’ from this list. Choose a Service (subscription type) from the right hand column. Select the subscription service that suits your organisation.

Service Selection

Which 1-Stop services are you interested in?

Once registered, you may add other services as needed.

Note: Each service will have its own additional registration requirements

Service Family

Name
<input type="radio"/> MSIC Company Applicant
<input type="radio"/> VDC
<input checked="" type="radio"/> 1-Stop Gateway
<input type="radio"/> ComPay
<input type="radio"/> ComTrac
<input type="radio"/> Customs Reporting
<input type="radio"/> Shipping Line
<input type="radio"/> Rail
<input type="radio"/> 1-Stop Invoicing
<input type="radio"/> DP World Customer Portal

Service

Service	Description
<input checked="" type="radio"/> 1-Stop Gateway (Gold)	1-Stop Gateway Subscription with 10-14 users
<input type="radio"/> 1-Stop Gateway (Premium)	1-Stop Gateway Subscription with 15 or more users
<input type="radio"/> 1-Stop Gateway Alerts	Create container alerts via the 1-Stop GateWay. Organisation must have a Gateway subscription to use this service
<input type="radio"/> 1-Stop Gateway (Standard)	1-Stop Gateway Subscription with 1-4 users
<input type="radio"/> 1-Stop Gateway (Silver)	1-Stop Gateway Subscription with 5-9 users

Enter your information into the Organisation Details screen, then click **‘Next’**.

Organisation Details

* Business Name

1-STOP CONNECTIONS PTY LIMITED

* Business Type

3PL

Billing Address

* Email Address

helpdesk@1-stop.biz

* Address 1 / PO Box

PO Box 204

Address 2

* City

Rockdale

* Post Code

2216

* State/Territory

New South Wales

* Country

Australia

* Telephone

61-2-95888900

Fax

61-2-95679967

Website

Other address

* Email Address

helpdesk@1-stop.biz

* Address 1 / PO Box

PO Box 204

Address 2

* City

Rockdale

* Post Code

2216

* State/Territory

New South Wales

* Country

Australia

* Telephone

61-2-95888900

Fax

61-2-95679967

Website

Copy as other Address



Enter the individual details then click **'Next'** at the bottom of your screen.

1-Stop > Registration > Create Organisation

Individual Details

Contact details

* Title

* Job Title

* First Name

* Last Name

* Email Address

* Office Phone

Mobile Number

Fax


Credentials

* Username

* Password

* Confirm Password

Security Questions

* Date of birth 

* Password Hint

* Password Answer



Fill in your details then click **'Next'** (at the bottom of your screen) again. Once registration is complete, you will see the following message:

1-Stop > Registration > Create User

Registration Confirmation

Thank you, we have received your registration.

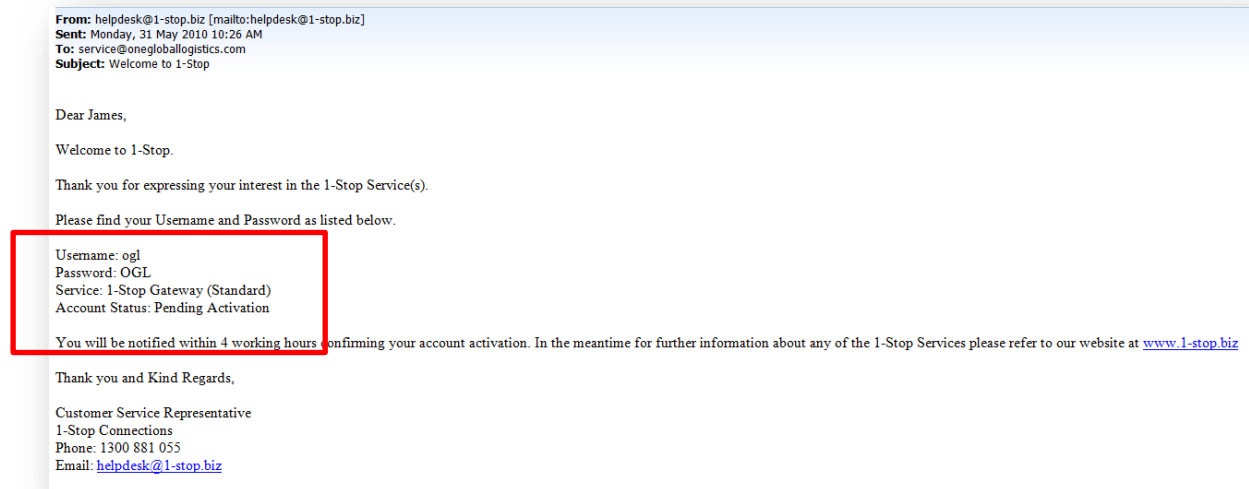
1-stop Helpdesk will be in touch with you shortly Please email helpdesk@1-stop.biz or call 1300 881 055

An email (see below) will be sent to you to:

- confirm your registration; and
- supply you with a user name and password.

There will be two attachments:

- a 1-Stop Gateway User Guide; and
- a direct debit form — you'll need to fill this out and send it back to 1-Stop.



At the same time, 1-Stop Customer Service will receive an email advising them of your registration.

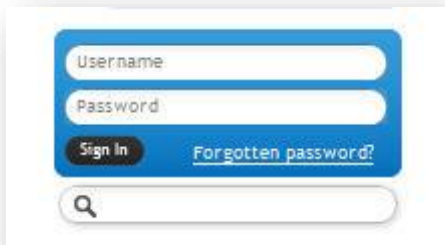
6.6 Trial period

All new registrations receive a 7-day free trial period. Once 1-Stop Connections receives the completed direct debit form, your account is active.

7. GETTING STARTED

7.1 Logging in

Once your subscription has been activate by the Helpdesk, go to the 1-Stop Gateway **'Sign in'** at the top right corner of the Home page. Enter your user name and password. You may be asked to reset your password.

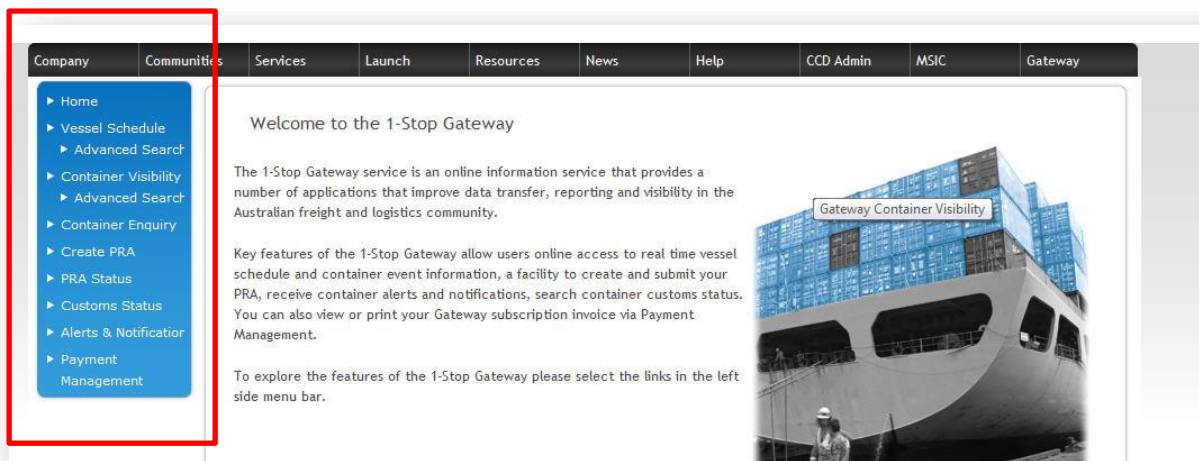


7.2 Gateway home

Once you've logged in, the bar of tabs across the top of the page will show a **'Launch'** option. Choose **'1-Stop Gateway'** from this list.



Now you've reached the 1-Stop Gateway Home page. From here you can activate a number of different searches, lodge a Pre Receipt Advice (PRA) or manage your payments. The blue menu bar on the left of the page contains links to all Gateway functions.



7.3 The Organization Administrator's role in the Gateway

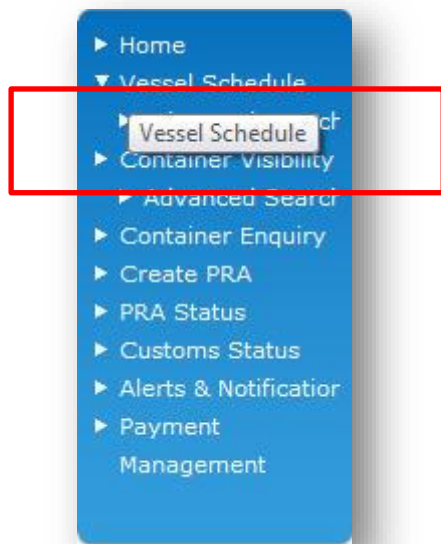
Each company is assigned one Organisation Administrator. If you're the Organisation Administrator for your company, you may wish to add new users or give users additional roles (that is, allow them to view certain parts of the Gateway).

We have collected all the Organisation Administrator duties into a separate guide, the **Self Service Customer User Guide**.

You can download this from our website, www.1-stop.biz.

8. HOW TO ...

8.1 How to conduct a basic search of vessel schedules



The basic Vessel Schedule search function allows you to search using a vessel name, a Lloyds number or a voyage number.

Enter the data (name, Lloyds number or voyage number) and click on **'Search'**.

Vessel Schedule - Basic Search [Click here for Advanced Search](#)

Basic Search

Type in any free text to make a search - eg: Vessel name, Lloyds number, voyage number.

This will return a list of vessel events matching your search criteria (see below).

Vessel Schedule - Basic Search [Click here for Advanced Search](#)

Basic Search

Type in any free text to make a search - eg: Vessel name, Lloyds number, voyage number.

Search Results

Port/Terminal	Vessel	Lloyds Number	In Voyage	Out Voyage	ETA	ETD	Export Receive Start	Export Reefer Cutoff	Export Cargo Cutoff	Import Avail.	Import Storage Start	Berth		
AXIS-BLEDISLOE TERMINAL	ANL BINDANA	9321471	192S	192S	20 Sep 06:01	20 Sep 22:00	13 Sep 00:00	18 Sep 15:00	18 Sep 15:00	20 Sep 08:31			Line	Route
AXIS-BLEDISLOE TERMINAL	ANL BINBURRA	9251846	190S	190S	06 Sep 06:10	07 Sep 00:52	31 Aug 00:00	04 Sep 14:00	04 Sep 14:00	06 Sep 08:40	10 Sep 00:00		Line	Route
DP WORLD, QL, FISHERMAN ISLAND	ANL WYONG	9334155	024S	024N	10 Oct 06:00	11 Oct 06:00						5	Line	Route
DP WORLD,														

8.2 The 'Line' and 'Route' links

By clicking on the available links you can view additional information about the shipping 'Line' or 'Route'.

Vessel Schedule - Basic Search [Click here for Advanced Search](#)

Basic Search

Type in any free text to make a search - eg: Vessel name, Lloyds number, voyage number.

Search Results

Port/Terminal	Vessel	Lloyds Number	In Voyage	Out Voyage	ETA	ETD	Export Receive Start	Export Reefer Cutoff	Export Cargo Cutoff	Import Avail.	Import Storage Start	Berth		
AXIS-BLEDISLOE TERMINAL	ANL BINDANA	9321471	1925	1925	20 Sep 06:01	20 Sep 22:00	13 Sep 00:00	18 Sep 15:00	18 Sep 15:00	20 Sep 08:31			Line	Route
AXIS-BLEDISLOE TERMINAL	ANL BINBURRA	9251846	1905	1905	06 Sep 06:10	07 Sep 00:52	31 Aug 00:00	04 Sep 14:00	04 Sep 14:00	06 Sep 08:40	10 Sep 00:00		Line	Route
DP WORLD, QL, FISHERMAN ISLAND	ANL WYONG	9334155	0245	024N	10 Oct 06:00	11 Oct 06:00						5	Line	Route
DP WORLD,														

The information will appear in the summary screens (as below).

Line Operator

Terminal Name DP WORLD, NS, PORT BOTANY

Vessel Name CMA CGM ROSE

Lloyds Number 9315886

Operator Code	Line Operator
ANL	ANL CONTAINER LINE
CMA	CMA CGM
DAL	INCHCAPE SHIP(DAL DEUTSCHE AFRIKA-L
HLC	HAPAG-LLOYD (AUSTRALIA) PTY LTD
MAR	MARFRET
MDV	DELMAS

 Route Details			
Terminal Name DP WORLD, NS, PORT BOTANY			
Vessel Name CMA CGM ROSE			
Lloyds Number 9315886			
Port Code	Port	State	Country
AUADL	ADELAIDE	SOUTH AUSTRALIA	AUSTRALIA
AUFRE	FREMANTLE	WESTERN AUSTRALIA	AUSTRALIA
AUMEL	MELBOURNE	VICTORIA	AUSTRALIA
AUSYD	SYDNEY	NEW SOUTH WALES	AUSTRALIA
DEHAM	HAMBURG	HAMBURG (HANSESTADT)	GERMANY
EGDAM	DAMIETTA		EGYPT
FRLEH	LE HAVRE	SEINE-MARITIME	FRANCE
GBTIL	TILBURY	ESSEX	UNITED KINGDOM
INMAA	CHENNAI (EX MADRAS)		INDIA
ITSPE	LA SPEZIA		ITALY
LKCMB	COLOMBO		SRI LANKA
MTMLA	MALTA (VALETTA)		MALTA
MYPKG	PORT KELANG		MALAYSIA
NLRMT	ROTTERDAM		NETHERLANDS
SGSIN	SINGAPORE		SINGAPORE

8.3 Creating a PRA from the vessel schedule screen

If you want to create a PRA for cargo on this vessel, clicking on the vessel name will take you directly to the Create PRA screen (see [8.6 'How to Create a PRA'](#)).

Vessel Schedule - Basic Search [Click here for Advanced Search](#)

Basic Search

Type in any free text to make a search - eg: Vessel name, Lloyds number, voyage number.

Search Results

Port/Terminal	Vessel	Lloyds Number	In Voyage	Out Voyage	ETA	ETD	Export Receive Start	Export Reefer Cutoff	Export Cargo Cutoff	Import Avail.	Import Storage Start	Berth		
AXIS-BLEDISLOE TERMINAL	<u>ANL BINDANA</u>	9321471	1925	1925	20 Sep 06:01	20 Sep 22:00	13 Sep 00:00	18 Sep 15:00	18 Sep 15:00	20 Sep 08:31			Line	Route
AXIS-BLEDISLOE TERMINAL	ANL BINBURRA	9251846	1905	1905	06 Sep 06:10	07 Sep 00:52	31 Aug 00:00	04 Sep 14:00	04 Sep 14:00	06 Sep 08:40	10 Sep 00:00		Line	Route
DP WORLD, QL, FISHERMAN ISLAND	<u>ANL WYONG</u>	9334155	0245	024N	10 Oct 06:00	11 Oct 06:00						5	Line	Route
DP WORLD,														

8.4 Saving your search

You can also save this search as a PDF (see below).

Vessel Schedule - Basic Search [Click here for Advanced Search](#)

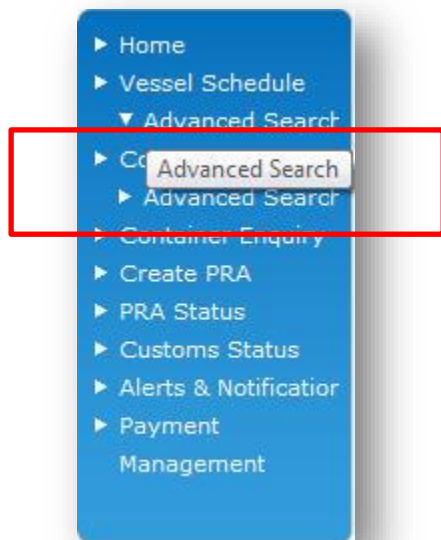
Basic Search

Type in any free text to make a search - eg: Vessel name, Lloyds number, voyage number.

Search Results

Port/Terminal	Vessel	Lloyds Number	In Voyage	Out Voyage	ETA	ETD	Export Receive Start	Export Reefer Cutoff	Export Cargo Cutoff	Import Avail.	Import Storage Start	Berth		
AXIS-BLEDISLOE TERMINAL	<u>ANL BINDANA</u>	9321471	1925	1925	20 Sep 06:01	20 Sep 22:00	13 Sep 00:00	18 Sep 15:00	18 Sep 15:00	20 Sep 08:31			Line	Route
AXIS-BLEDISLOE TERMINAL	ANL BINBURRA	9251846	1905	1905	06 Sep 06:10	07 Sep 00:52	31 Aug 00:00	04 Sep 14:00	04 Sep 14:00	06 Sep 08:40	10 Sep 00:00		Line	Route
DP WORLD, QL, FISHERMAN ISLAND	<u>ANL WYONG</u>	9334155	0245	024N	10 Oct 06:00	11 Oct 06:00						5	Line	Route
DP WORLD,														

9. HOW TO CONDUCT AN ADVANCED SEARCH OF VESSEL SCHEDULES



The advanced search function allows you to search vessel schedules using more detail. Use this option if you have the vessel's:

- port of call;
- event place (once you've defined the port, only certain terminals will be available);
- vessel name;
- line operator; and
- Lloyds number.

From here you can visit the screens which:

- provide line information (see [8.1.1 The 'Line' and Route' links](#));
- provide route information (see [8.1.1](#)); and
- enable you to create a PRA (see [8.6](#)).

You can also save the search as a PDF.

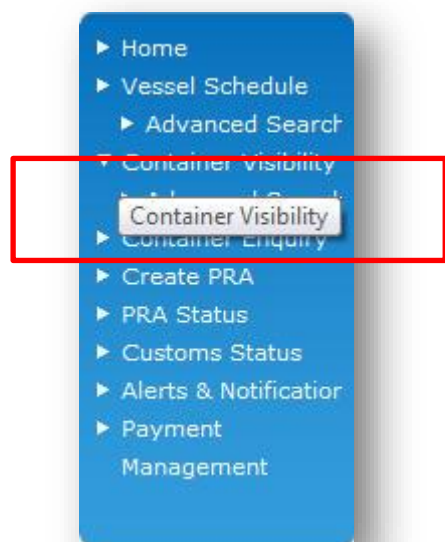
Vessel Schedule - Advanced Search [Click here for Basic Search](#)

Port of Call: SYDNEY
 Terminal: DP WORLD, NS, PORT BOTANY
 Vessel Name: ANL BINDANA
 Line Operator: ANL CONTAINER LINE / ANL
 Lloyd Number:
 [Reset] [Search]

Search Results [Save As PDF](#)

Port/Terminal	Vessel	Lloyds Number	In Voyage	Out Voyage	ETA	ETD	Export Receive Start	Export Reefer Cutoff	Export Cargo Cutoff	Import Avail.	Import Storage Start	Berth	Line	Route
DP WORLD, NS, PORT BOTANY	ANL BINDANA	9321471	1925	192N	28 Sep 22:30	29 Sep 22:30								

9.1 How to do a basic container visibility search



Using the container number, you can perform a search which will help you see where your container is (including whether it has been unloaded from the vessel) and what its current status is.

Enter your container number into the Container Visibility – Basic Search screen and click **‘Search’**. Remember that results in this basic search will only extend back one week prior to the date on which you perform the search. For searches going back further than this date, go the **‘Advanced**

Search’ link.

Your results will show you:

- event dates and times of procedures connected to your container;
- the place where the event took place;
- what happened (the ‘event’);
- the port at which the container was loaded onto the ship;
- the port of destination;
- the ISO code;
- the commodity code; and
- the full or empty status.

Container Visibility - Basic Search
[Click here for Advanced Search](#)

Container Number

NOTE: Results are limited to one week back from the current day, for all results use the advanced search

Search Results - Details found

Showing 1 - 1 of 1

Container Number	Event Date Time	Event Place	Event	Container Status	POL	POD	ISO Code	Commodity Code	Full/Empty Status	Create An Alert?
GATU0981831	12 Sep 2010 22:20	DP WORLD, NS, PORT BOTANY	ON BOARD VESSEL	View Status	KAOHSIUNG	SYDNEY	2200	HAZ	F	<input type="checkbox"/>

9.2 View event

If you click on the stated **'Event'**, you'll be taken to a screen that displays a summary of the container event details.

Container Visibility - Basic Search
[Click here for Advanced Search](#)

Container Number

NOTE: Results are limited to one week back from the current day, for all results use the advanced search

Search Results - Details found

Showing 1 - 1 of 1

Container Number	Event Date Time	Event Place	Event	Container Status	POL	POD	ISO Code	Commodity Code	Full/Empty Status	Create An Alert?
GATU0981831	12 Sep 2010 22:20	DP WORLD, NS, PORT BOTANY	ON BOARD VESSEL	View Status	KAOHSIUNG	SYDNEY	2200	HAZ	F	<input type="checkbox"/>

The information you see will depend on the level of your user role; some users are able to see more detailed information and history.

9.3 View container status

Container Visibility - Basic Search

[Click here for Advanced Search](#)

Container Number

Search

NOTE: Results are limited to one week back from the current day, for all results use the advanced search

Search Results - Details found

Save As PDF

Showing 1 - 1 of 1

Container Number	Event Date Time	Event Place	Event	Container Status	POL	POD	ISO Code	Commodity Code	Full/Empty Status	Create An Alert?
GATU0981831	12 Sep 2010 22:20	DP WORLD, NS, PORT BOTANY	ON BOARD VESSEL	<div>View Status</div>	KAOHSIUNG	SYDNEY	2200	HAZ	F	<input type="checkbox"/>

Create Alerts for Selected Containers

1-Stop | PRA

Container Status Details

Container: #123456789

Event Place: PATRICK, NS, PORT BOTANY

Information provided by 1 STOP

Vessel: OOCL NEW ZEALAND

Voyage: 025

POL: SGSIN

POD: AUSYD

Origin: AUSYD

Dest: AUSYD

Import/Export: I

Full/Empty: F

Commodity: GENL

Customs Status:

Conditional Hold:

Booking ref:

Export ref:

Delivery Order No:

Current Location:

Stow Position:

Line Status:

Description:

Hazard Class:

IMDG:

UNDG:

Temperature:

Seal #1:

Storage Owing:

Pick up Date:

Pick up Time:

ISO: 2210

Size:

Type:

Height:

Gross Weight: 15600

Vent:

Seal #2:

Select Date

Select time zone

Calculate

9.4 Calculate and pay storage costs

From here, you can click 'Calculate' to find out your storage costs. If you want to do this:

- select your pick up date;
- select you pick up time; and
- click on calculate.

Container Status Details

Container: #123456789

Event Place: DP WORLD, NS, PORT BOTANY

Information provided by DP WORLD

Vessel: OOCL NEW ZEALAND

Voyage: 0445

POL: PKG

POD: SYD

Origin: SYD

Dest: SYD

Import/Export: IMPORT

Full/Empty: FULL

Commodity: GEN

Customs Status: RELEASED

Conditional Hold:

Booking ref:

Export ref:

Delivery Order No: PIN RECEIVED

Current Location: YARD

Stow Position: 4W045D

Line Status: CLEAR

Description:

Hazard Class:

IMDG:

UNDG:

Temperature:

Seal #1:

Storage Owing: \$1,979.10 (ex GST)

Pick up Date: 04/10/2010

Pick up Time: 09

ISO: 22G1

Size: 20

Type: GP

Height: 86

Gross Weight: 25.76

Vent:

Seal #2:

Pay via Credit Card

Pay via ComPay

Calculate

	Location	Position	Transport	Time
Intended Arrival	AWD	311004	VESSEL	
Actual Arrival	AWD	311004	VESSEL	16/09/2010 1:29:47 PM
Intended Departure			ROAD	
Actual Departure				

The amount owing will be displayed in red. If you want to pay your storage owing, you can go directly to the payment screens for:

- credit card payment; or
- ComPay payment.

9.5 What is ComPay?

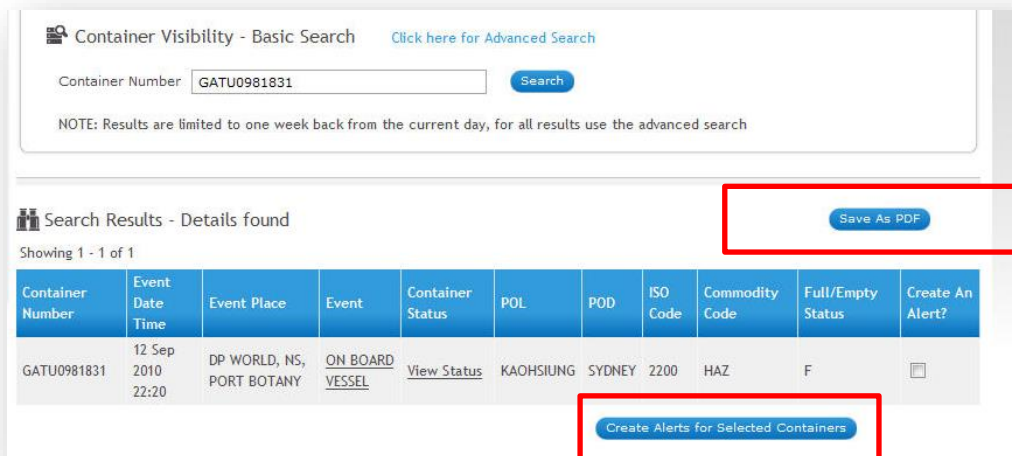
ComPay is an online payments and invoice service designed specifically for the freight and logistics community. Today we have ComPay members from leading international shipping lines, multinational 3PLs, freight forwarders, customs brokers, road carriers and terminal operators.

ComPay delivers real time payment notification, invoice presentation, reconciliation, batch processing and comprehensive reporting. Both the payer and payee benefit from process efficiencies and significant cost savings.

For more information about ComPay, go to www.1-Stop.biz and find **'ComPay'** under the **'Services'** tab.

9.6 Save the search

You can also save your search by clicking **'Save as a PDF'**.



Container Visibility - Basic Search [Click here for Advanced Search](#)

Container Number

NOTE: Results are limited to one week back from the current day, for all results use the advanced search

Search Results - Details found

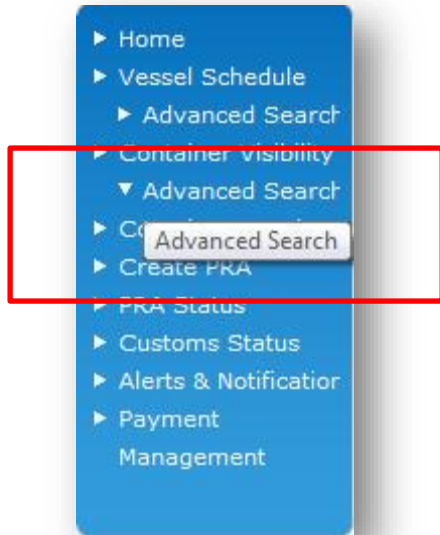
Showing 1 - 1 of 1

Container Number	Event Date Time	Event Place	Event	Container Status	POL	POD	ISO Code	Commodity Code	Full/Empty Status	Create An Alert?
GATU0981831	12 Sep 2010 22:20	DP WORLD, NS, PORT BOTANY	ON BOARD VESSEL	View Status	KAOHSIUNG	SYDNEY	2200	HAZ	F	<input type="checkbox"/>

9.7 Create an alert

You can create an alert by email or SMS for a container in this screen. By clicking **'Create Alert for Selected Container'** (see above) you'll be taken to the alert screens covered in [section 8.10](#).

9.8 How to do an advanced container visibility search



Using the advanced container search options, you can search for multiple containers (up to 10) by supplying:

- container numbers;
- port;
- event place (once you've defined the port, only certain terminals will be available);
- event type;
- from date; and
- to date.

Container Visibility - Advanced Search [Click here for Basic Search](#)

Container Number: Search for 10 (max) container numbers

Port:

Event Place:

Event Type:

From Date:

To Date:

Search Results - Details found

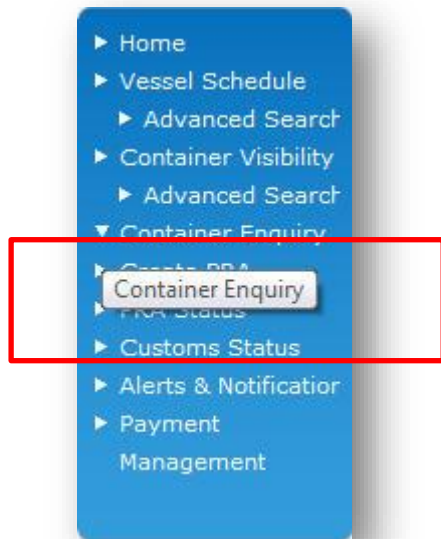
Showing 1 - 1 of 1

Container Number	Event Date Time	Event Place	Event	Container Status	POL	POD	ISO Code	Commodity Code	Full/Empty Status	Create An Alert?
GATU0981831	12 Sep 2010 22:20	DP WORLD, NS, PORT BOTANY	ON BOARD VESSEL	View Status	KAOHSIUNG	SYDNEY	2200	HAZ	F	<input type="checkbox"/>

Results are displayed as above. From here you can:

- view the container event (see [8.3.1](#));
- view the container status (see [8.3.2](#));
- calculate and pay storage costs (see [8.3.3](#));
- save your search as a PDF; or
- create an alert (see [8.9](#)).

9.9 How to make a container enquiry



In the Container Enquiry screen, you can enter your container number and be directed straight to the Container Status Details screen. As before, in the Container Status Details screen you can calculate and pay storage costs.

A screenshot of the 'Container Enquiry' screen. It features a search bar with the text 'Container Number' and 'TEST0031470'. A blue 'Search' button is located to the right of the search bar. The button is highlighted with a red rectangular box.

A screenshot of the 'Container Status Details' screen. It displays various container details in a grid format. At the bottom right, there is a 'Calculate' button, which is highlighted with a red rectangular box. The button is preceded by two dropdown menus: 'Select Date' and 'Select time zone'.

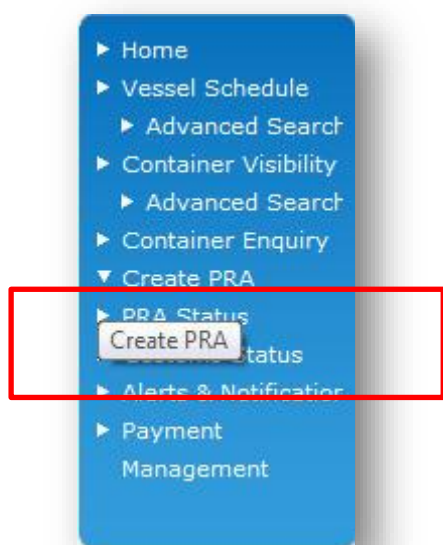
Container Status Details			
Container: TEST0031470		Event Place: P&O TRANS - BOTANY	
Vessel:	Commodity:	Line Status:	ISO:
Voyage:	Customs Status:	Description:	Size:
POL:	Conditional Hold:	Hazard Class:	Type:
POD:	Booking ref:	IMDG:	Height:
Origin:	Export ref:	UNDG:	Gross Weight:
Dest:	Delivery Order No:	Temperature:	Vent:
Import/Export:	Current Location:	Seal #1:	Seal #2:
Full/Empty:	Stow Position:	Storage Owing:	
		Pick up Date:	
		Pick up Time:	

9.10 How to create a PRA

9.10.1 What is a PRA?

An electronic Pre Receipt Advice (PRA) is required for every container exiting an Australian port. The exporter must pre-advise the terminal of the export cargo details and the terminal must send acceptance before the container arrives at the terminal.

9.10.2 Navigate to the PRA screens



There are two ways you can reach the screens that will help you create a PRA. When you perform a vessel schedule search, the result page will offer you a link to creating PRAs via the name of the vessel. Otherwise, choose **'Create PRA'** in the blue bar on the left of the screen.

You'll be directed to a screen which offers you the option to search for an existing PRA or create a new one in button tabs at the bottom right of the table. Above the table you'll see a breadcrumb trail which contains options for **'User Configuration'** and **'Terms and Conditions'**.

 A screenshot of the 'View PRA History' screen. At the top, a breadcrumb trail is highlighted with a red box: Overview : View PRA History : Create PRA : User Configuration : Terms and Conditions. Below this, it says 'You are here: Home > PRA > View PRA History'. The main form area has fields for 'From Date' (08/09/2010), 'To Date' (22/09/2010), 'Status' (ALL), 'Terminal' (All Trading Partners), 'Shippers Ref.', and 'Container Number'. There are checkboxes for 'Check box to view archived' and 'Check box to view Company's PRAs'. At the bottom right are buttons for 'Create New PRA', 'Clear Search', and 'Search for PRAs'. A red message at the bottom says 'Please select your search criteria.'

9.10.3 The User Configuration screen

The User Configuration screen records the email address that you choose to receive PRA response messages. It's helpful to visit this screen before you complete the PRA form. Find the link to the screen above the PRA screen in the breadcrumb trail.

Overview : View PRA History : **Create PRA** : User Configuration : Terms and Conditions

You are here: [Home](#) > [PRA](#) > View PRA History

From Date 08/09/2010 **To Date** 22/09/2010 **Status** ALL

Terminal All Trading Partners

Shippers Ref. **Container Number**

☐ Check box to view archived
☐ Check box to view Company's PRAs

Create New PRA Clear Search Search for PRAs

Please select your search criteria.

You are here: [Home](#) > [PRA](#) > User Configuration

PRA Configuration

Generate unique document reference	<input checked="" type="radio"/> Sequential Number - start from: 1	Add Rule
	<input type="radio"/> Date/Time Reference in (YYYYMMDDHHMMSS)	
Notify when document has been accepted	Via NONE To	Add Rule
Notify when document has been rejected	Via NONE To	Add Rule

No document rules configured.

Select Default Load Port	Select an Option	Add Rule
--------------------------	------------------	----------

Choose to receive messages via 'Email' and supply the relevant email address.

PRA Configuration

Generate unique document reference	Sequentially with next number: 1	Remove
Notify when document has been accepted	Via EMAIL To	Add Rule
Notify when document has been rejected	Via EMAIL To	Add Rule
Select Default Load Port	Select an Option	Add Rule

You can also choose a default load port.

PRA Configuration

Generate unique document reference	Sequentially with next number: 1		Remove
Notify when document has been accepted	Via	EMAIL	To <input type="text"/> Add Rule
Notify when document has been rejected	Via	EMAIL	To <input type="text"/> Add Rule
Select Default Load Port	<div>SYDNEY</div>		Add Rule

9.10.4 Create a new PRA

To create a new PRA, click **'Create New PRA'**. A new screen will appear (see below). You'll need to complete the details in this screen, then you can click **'Send to the Terminal'**, **'Send and Copy'**, **'Save as a Draft'** or **'Cancel'**.

Vessel Details		Consignment Details	
Loading Port	Select A Port ▾	Shippers Reference No.	<input type="text"/>
Vessel/Voyage	Select A Vessel ▾	Category	Export ▾
Terminal/Wharf		Shipping Line Booking Ref No.	<input type="text"/>
Lloyds No.		Shipping Line Operator	Select A Line Operator ▾
Voyage No.		Discharge Port	Select Discharge Port ▾
Scheduled Departure		Final Destination	To add items, click 'find' button ->
Start Receipt		Ultimate Destination	To add items, click 'find' button ->
Reefer Cutoff			
Cargo Cutoff			

Container Details	
CC Recipients	Select the final destination from the drop down list. If not available, click on binocular icon to add additional locations.
Container No.	<input type="text"/>
Customs Export Ref.	<input type="text"/> * Not required for an empty container
Container Type/ISO Code	<input type="text"/> Non-Operating Reefer <input type="checkbox"/>
Arrival Mode at Wharf	Select an option ▾
Container Status	Select an option ▾
Tynes	No ▾
Commodity Code	To add items, click 'find' button ->
Goods Description	<input type="text"/>
Container Gross Weight	<input type="text"/> KG
Container Tare Weight	<input type="text"/> KG
Cargo Gross Weight	<input type="text"/> KG

Send to Terminal
Send and Copy
Save as Draft
Cancel

Other Options	
Seals	<u>Packaging</u> <u>Transport</u> <u>Reefer</u> <u>Hazardous</u> <u>Oversized</u> <u>Attachments</u>
Seal No. 1	<input type="text"/> Select Seal Type... ▾
Seal No. 2	<input type="text"/> Select Seal Type... ▾
DPI No. 1	<input type="text"/> Remove Seals

The form above will appear. You will need to provide all details requested in the yellow mandatory fields of the PRA form (that is, the form will be rejected if all yellow fields are not completed correctly). Error codes will diagnose the problem with the form.

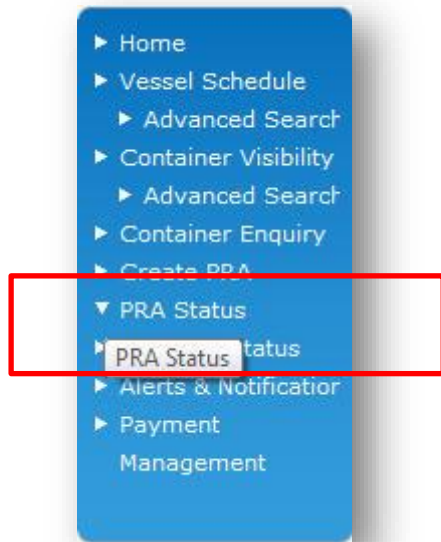
The 'Vessel Details' (in the top left of the form) will populate automatically once you select a loading port and vessel/voyage.

The binoculars help users search for destinations and commodity codes (the form field prompts the customer to use the 'find' option). Codes previously used will appear in a shortcut drop down menu from the field.

If you can't find the code you need, call customer service on 1300 881 055.

When all details are complete, click **'Send to the Terminal'**.

9.11 How to check PRA status



Check the PRA status of up to 10 containers at a time by using the 'Check PRA' function. Add the container numbers in the search screen (below) and click on '**Search**'. Results will appear underneath.

The screenshot shows the 'PRA Status - Search' form. It includes a 'Container Number' field with a dropdown arrow, a 'From Date' field set to 1/09/2011, a 'To Date' field set to 26/10/2011, and three buttons: 'Search' (highlighted with a red box), 'Clear Date', and 'Reset'.

PRA status is listed in the second column.

Search for 10 (max) Container Numbers											
Container Number				Search for 10 (max) container numbers							
From Date				1/09/2011							
To Date				26/10/2011							
Search				Clear Date				Reset			

Container Num.	Status	Date/Time	Destination Terminal	Vessel Name	ISO Code	Commod. Code	Reefer	Haz	OOG	Full/Empty	Gross Weight (kg)	Message Function
4400000000000000	ACCEPTED	15-09-2010 09:38:00	DP WORLD, WEST SWANSON	CMA CGM UTRILLO	22G0	WINE	NO	NO	NO	F	16796	ORIGINAL

In 'Status' you will see that the PRA is:

- ACCEPTED;

- SENT;
- SENDING; or
- OVERDUE.

An ACCEPTED PRA has been sent by 1-Stop and received and accepted by the terminal.

A SENT PRA has been sent by 1-Stop and not yet received or accepted.

A SENDING PRA may require your attention — it may have failed to send because it contains information that has been wrongly entered or information is missing. Check all information is correct.

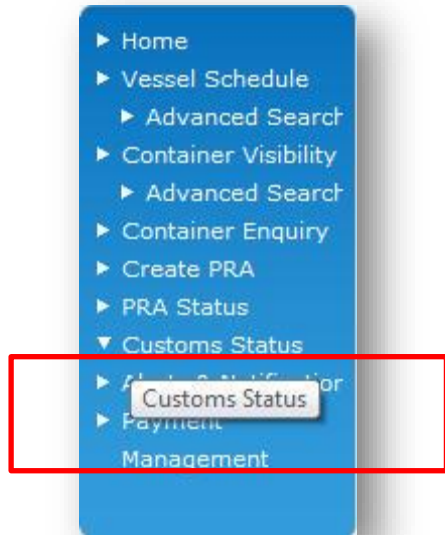
An OVERDUE PRA is awaiting terminal acceptance. It is overdue because the 30-minute window for terminal acceptance has elapsed.

9.12 How to cancel a PRA

If you want to cancel a PRA, follow these steps.

- Navigate to the PRA page (sign in, launch **1-Stop Gateway** then choose '**PRA status**' in the blue bar on the left) to see the history and status of each PRA.
- Tick the checkbox of the PRA which is to be cancelled.
- Click on the cancel link next to the PRA. This will bring up the PRA information.
- Click 'Submit to Terminal' to submit the cancellation to the terminal.

9.13 How to check Customs status



You can search for the Australian Customs Services (Customs) status of your container by choosing the '**Customs Status**' link in the blue menu bar on the left.

Search for 10 (max) Container Numbers:

Containers must be delimited by a new line, space or comma

Search for up to 10 containers at once in the screen above. Results will be displayed underneath your search criteria (as below). Additional Customs information in this screen helps you understand the search results.

Customs Cargo Status

Search for 10 (max) Container Numbers:

Containers must be delimited by a new line, space or comma

Search Results

Container No	Customs Status	AQIS GAS Status	Establishment Name	Establishment ID	Vessel Name	Lloyds	Voyage	Clearance Date	Availability Date	Storage Start Date
1234567890	CLEAR	Not found	DP WORLD, NS, PORT BOTANY	123456	CSCC CHIWAN	9224312	01475	20/08/2010 10:28	21/08/2010 06:00	23/08/2010 00:00

An AQIS CONDCLEAR Status means that Cargo can move from the Terminal, subject to any AQIS Conditions set out on the relevant Quarantine Direction. It is incumbent upon the party picking up the Cargo to ensure that all AQIS / Quarantine Conditions are met.

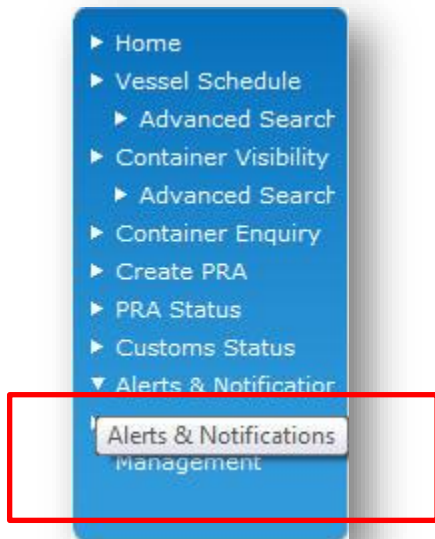
AQIS target Import containers from High-Risk Giant African Snail (GAS) Areas for Inspection prior to the Release from the Terminal. Please check the AQIS GAS Status before arranging collection of the cargo from the terminal. This requirement applies irrespective of the Container Status indicated in the Customs Integrated Cargo System (ICS) or on the Contingency Container Lists published on the Customs or 1-Stop websites.

For the AQIS GAS Status of CLEAR, AQIS will also provide the Clear Reason, namely:

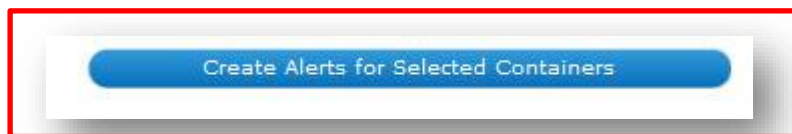
- CLEAR (GAS DONE) -> GAS Inspection Complete.
- CLEAR (GAS CANCEL) -> GAS Hold Cancel.
- CLEAR (EXEMPT) -> GAS EXEMPT for Transshipment ONLY.

The Status displayed is current as at the time of the search and as provided by the Australian Customs Service and/or AQIS. Further changes to the status may occur as updates are received from the Australian Customs Service and/or AQIS. 1- Stop Connections Pty. Ltd. do not take any responsibility for the accuracy or timeliness of this data. ADD Please Note: Manual Releases given to the Stevedores may not be shown here however this Status is available within the VBS system.

9.14 How to create alerts and notifications



There are two ways to create an alert or notification for a container. You can enter through the **'Alerts and Notifications'** link in the blue sidebar at the left of the Gateway Home page or you can follow the link at the bottom of the Container visibility screens.



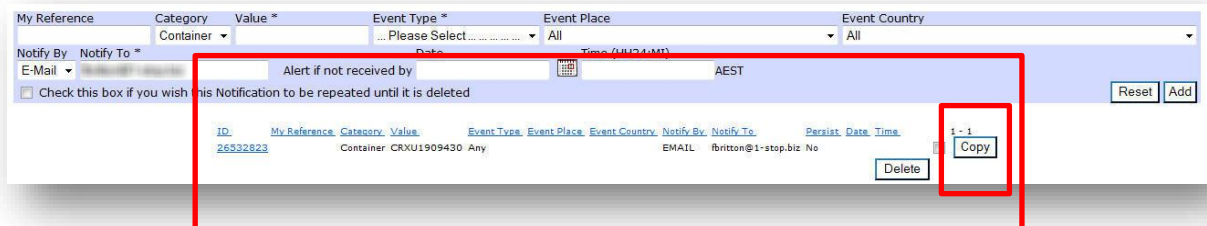
Clicking on either of these links will direct you to another home page. You'll need to look for **'Alerts services'** in the top blue bar (between **'Customs Cargo Status'** and **'3rd Party PRA'**).



You may be asked to verify the alert method, via the screen below.

Alert Method	To	Default
E-Mail	<input type="text"/>	<input checked="" type="radio"/>
SMS	<input type="text"/>	<input type="radio"/>

A screen will appear, as below. Add the details of the container that is the subject of your search (the required fields are 'Value' and 'Event type' — add the container number in the 'Value' field).



My Reference	Category	Value *	Event Type *	Event Place	Event Country
	Container	CRXU1909430	Any		

Alert if not received by: AEST

☐ Check this box if you wish this Notification to be repeated until it is deleted

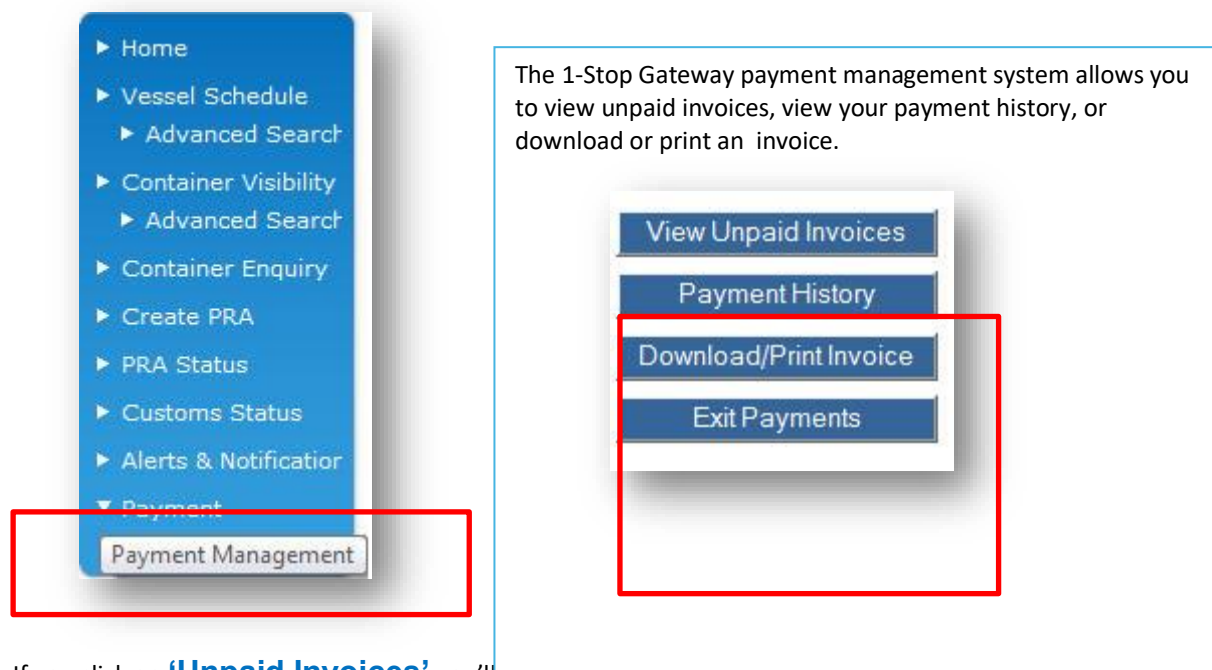
Reset Add

ID	My Reference	Category	Value	Event Type	Event Place	Event Country	Notify By	Notify To	Repeat	Date	Time	1 - 1
26532823		Container	CRXU1909430	Any			EMAIL	britton@1-stop.biz	No			Copy

Delete

The small print at the bottom of the screen shows your active alerts. The **'Copy'** link reproduces the information about the active alert back into the search fields. You can then search for a different event from the same container by changing parts of the information (such as 'Event Type').

9.15 How to use the payment management system



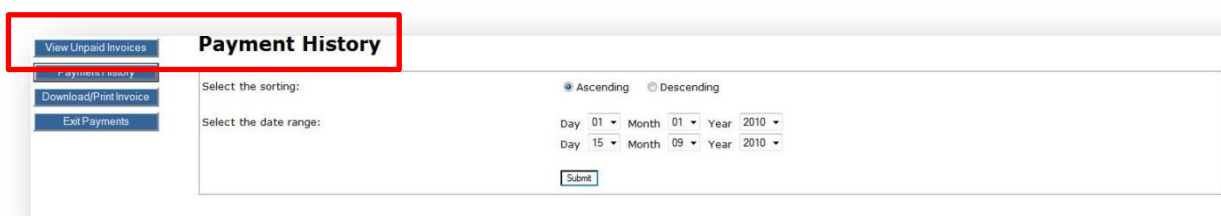
The 1-Stop Gateway payment management system allows you to view unpaid invoices, view your payment history, or download or print an invoice.

If you click on **'Unpaid Invoices'** you'll be directed to a page which displays the invoice date, number, amount and status.



Invoice Number	Amount	Status
There is no unpaid invoice.		

You can search and sort listings of your payment history.



Select the sorting: ☒ Ascending ☐ Descending

Select the date range:

Day 01 Month 01 Year 2010

Day 15 Month 09 Year 2010

Submit

The **'Download/Print invoice'** link allows you to generate a record for your paper or electronic office files.

The screenshot shows a web application interface. On the left is a vertical sidebar with four blue buttons: 'View Unpaid Invoices', 'Payment History', 'Download/Print Invoice' (which is highlighted with a red rectangular box), and 'Exit Payments'. The main content area on the right has the heading 'Enter Invoice Number' above a text input field. Below the input field is a blue 'Submit' button.

10. SOLVING PROBLEMS

The information below is also available on the website under FAQs.

10.1 What does the ‘multiple logon’ warning mean?

If two people log in using an individual user’s account, either user may receive a warning which states that another party is using that account (unless that account permits multiple logons).

10.2 What container information can I see?

The maximum history a user can see is 12 months and the user is limited to viewing only the five most recent events. Event types include:

- Gate In (container arrives into CTO);
- Gate Out (container leaves CTO);
- Load (confirmed loaded on vessel);
- Discharge (confirmed discharged from vessel); and
- On Board Vessel (shown for imports once a shipping line reports the impending arrival notice).

Empty containers do not display in search result using this service.

Note: for users who are container owners — more information than is outlined above will be displayed when searching for your own container/s.

10.3 How do I obtain a Direct Debit Request Form (DDR) to complete my registration?

You will be sent a direct debit request form (DDR) via email, by our help desk upon completion of the online registration. If you need one and haven’t received it, call 1300 881 055.

10.4 What should I do if I sent a PRA for the wrong container number?

If your PRA has already been accepted by the terminal, then you will need to send a cancellation PRA. Once the cancellation has been accepted by the terminal, then you can send a PRA for the correct container.

If your PRA has been rejected, you don’t have to send a cancellation PRA. You can send a PRA for the correct container.

10.5 How do I cancel a PRA?

1-Stop Gateway customers should follow these steps for cancelling a PRA.

- Navigate to the PRA page and you will see the history and status of each of your PRAs.
- Tick the checkbox of the PRA you wish to cancel.
- Click on the **'Cancel'** link next to your PRA. You haven't cancelled it yet, this will bring up the PRA information.
- Click **'Submit to Terminal'** to submit the cancellation to the terminal.

10.6 What does 'A PRA has been submitted for this container in the last 7 days' mean?

When submitting a PRA via the 1-Stop Gateway, some users may receive the above warning.

This is a warning message to let you know that a PRA has been submitted by you or someone in your organisation in the last seven days. You can choose to continue by clicking **'Ignore Warnings and send to terminal'** to submit your PRA.

10.7 Where can I get a copy of a paper ERA when there are system disruptions?

In the event that there are service disruptions at 1-Stop or the stevedores, you may be asked to present a paper ERA for manual processing. For a copy of the paper ERA, go to the 1-Stop website (www.1-Stop.biz) and navigate to the FAQs. Find the FAQ with the same title as this one; a downloadable document is attached. Simply download and print, then fill in the appropriate fields and take it to your terminal.

NOTE: This is ONLY to be used when the terminals or 1-Stop advises via email that they will accept paper ERAs. In normal circumstances, all PRAs should be electronic.

11. WHERE TO GET HELP

Help is available:

- from the FAQs in the 'Help' tab of our website www.1-stop.biz ;
- by email to helpdesk@1-stop.biz; and
- from 1-Stop Helpdesk on 1300 881 055.

12. GLOSSARY

Cargo — goods to be received into or sent from Australian ports.

Container — a standardised metal box used for the transport of goods by ship, rail and road.

Commodity code — a description of the container contents.

Customs — Australian Customs Services; the Commonwealth agency that manages the security and integrity of Australian borders.

CTO — container terminal operator; stevedore.

Discharge — unloading of containers from the vessel.

EDI — electronic data interchange.

Event — the occurrence of a certain predicted milestone in the transport of a container (such as discharge from the vessel).

Freight forwarder — person or a company who arranges for the carriage of goods and associated formalities on behalf of a shipper. The duties of a forwarder include booking space on a ship.

Importer — person or company engaged in bringing goods into Australia via Australian ports.

ICT — information communications technology.

ISO code — the international standardised code on a container that identifies its length, width, height and type.

Different types of containers transport different types of goods (for example, refrigerated; ventilated; pressurised etc).

Lloyds Number — registration number of a vessel/ship.

PRA — Pre Receipt Advice; a form of notification of a container arriving at an Australian port terminal.

Shipping line — provider of shipping services.

Terminal — see CTO.

Trans-shipped — a container which is unloaded from one vessel and loaded onto another.